Consistent Answers
Release 2.0 Detailed Requirements

April 2002

Summary and Objectives

Deliverable Objective:

The following document depicts the functional and application requirements for the FSAIC and CSCC. These requirements enumerate the system and CSR efforts necessary to research and resolve customer inquiries. These detailed requirements will provide a starting point for the creation and documentation of system detailed design for Consistent Answers Release 2.0, the Pre-Attending/Attending and FSA CSCC Desktop Solution. All requirements were gathered during working sessions with Operating Partners and FSA affected by the Siebel desktop solution planned for Release 2.0. Consistent Answers will conduct working sessions to further revise and validate these requirements before final delivery to FSA on May 15, 2002.

Requirements Matrix:

The attached matrix provides details surrounding each Functional and Application Requirement. Each Functional Requirement links directly to an activity documented in the FSAIC and CSCC Process Flows Deliverables. A Functional Requirements may be defined as the step of the business process required to complete the customer inquiry. Each requirement is numbered based on its corresponding step in the FSAIC and CSCC Process Flows. While most Functional Requirements have associated Application Requirements, some steps do not require application support; therefore no Application Requirements are listed.

Requirements Matrix Details

Please see a description of each column in the Requirement s Matrix below:

Column Label	Explanation
Process	The high level process flow associated with the requirements listed. Numbered with one decimal point (e.g. "1.7 Resolve Customer Specific Inquiry").
Step	The detailed process flow associated with the requirements listed. Numbered with two decimal points (e.g. "1.7.3 FAFSA Status Check").
Functional Requirement	The detailed step(s), or business process, completed within the associated detailed flow. Numbered with 4 decimal points (e.g. "1.7.3.1 Search on SSN, DOB and Name to pull up customer record").
Application Requirement	The detailed application requirements necessary to support the associated Functional Requirements. Many applications requirements may be associated with a single Functional Requirement. (e.g. "System will allow searches to be performed using the combination of 9 digit social security number and first 2 characters of last name.")
Legacy Screen	The system screen, web site, or online reference material currently used to satisfy the associated Application Requirement.
Priority	High, Medium, or Low (Categorization of Requirements not yet determined.)
Scope Status	To be determined and populated through the scope prioritization and prior to detailed design.
Comments	Comments or questions from the Solution Design Team.
Technical Comments	Comments or questions from the Interface and Technical Architecture Teams.